

1. **How do I access Concur Travel?**

*For state agencies and departments, contact your department travel coordinator for access to Concur Travel.*

*For nonstate entities (local government, K-14 school districts, and special districts), contact Kelly Bouchard for enrollment information at (916) 376-3991 or at [kelly.bouchard@dgs.ca.gov](mailto:kelly.bouchard@dgs.ca.gov).*

2. **My user name is my government email but what is the password?**

You will create your own password once your Concur account has been created.

3. **What should I do the first time I log into Concur Travel?**

The first time you log into Concur Travel, you should complete your profile. Before you use Concur Travel to reserve travel, click the “**Profile**” link and then “Profile Settings” to review and update your profile. You must **save your profile** and complete all required fields before you first attempt to book a trip in Concur Travel. If you are a travel arranger, select the profile that you want to edit from the “**acting on behalf of another user**” list and then select “**Apply**.”

4. **What are the required fields on the profile page?**

The fields required on the profile page are: your full name matching your picture identification, contact telephone numbers, email address, and TSA information. Optional fields include travel preferences such as frequent flier information and seating preferences.

5. **What if I do not book my own travel?**

In Concur, you can select an assistant or arranger to reserve your travel. On the “**Profile**” tab, click “Profile Settings” and go to the “Assistants and Travel Arrangers” section. Click “**Add an Assistant**” to add the person who you would like to authorize to reserve your travel. This person can now update your profile and also make travel arrangements for you. If you do not see your travel arranger in the list of people to select from, that individual might not have access to Concur Travel. To add your arranger to the list, send a request to your travel coordinator.

6. **How many primary assistants can I have?**

You may only have one primary assistant but may assign multiple people to the feature: “Can book travel for me.”

7. **Can one travel arranger set-up travel for all travelers?**

Yes.

8. **Is my information entered in the travel profile shared with anyone?**

Only you as the traveler and the travel arranger have access to the profile information. The travel arranger does not have access to your personal credit card information.

9. **We have commissioners who travel three to four times per year. They do not have state emails. Do you recommend that they be designated as a guest?**

They should set up a profile. Contact your travel coordinator to provide Concur Travel access. A profile can be set up with a nonstate email address through the CalTravelStore and your travel coordinator.

10. **For travelers who travel only once, is there a different set-up? Can anyone arrange travel for these types of travelers?**

Travel arrangers can be set up to book one-time travelers, or guests. Contact your travel

coordinator for guest booking privileges.

**11. I arrange my supervisor's travel. Should he or she have their own password?**

Yes, you and your supervisor must each have a traveler profile with separate passwords. Your supervisor should assign you as a travel arranger via his or her profile.

**12. Can I book travel for guests, volunteers, and other non-state employees?**

Yes, after you are given the guest booking privileges by your travel coordinator, go to the left-hand side of the home page and select "Book for a guest." For a guest who travels a few times a year, you can have a profile set up for him or her.

**13. Do I as the travel arranger need to input the traveler's credit card number?**

No, the traveler will input their credit card number when they complete their profile.

**14. Who should I contact for assistance with navigating Concur Travel?**

Contact the Statewide Travel Program at [statewidetravelprogram@dgs.ca.gov](mailto:statewidetravelprogram@dgs.ca.gov) or (916) 376-3974 for Concur system navigational assistance.